

Host and Runner – The Rafters Restaurant Catering and Events

The Rafters Restaurant Catering and Events has been a family owned and operated business in Lena, IL for over 20 years. We pride ourselves with providing a unique dining experience while delivering excellence in service to each of our valued guests while cultivating a great working environment for our staff members. Our services include a dine-in lunch and dinner menu that changes with the season in one of our three distinctive dining areas, a friendly bar environment, events hosted at our beautiful and unique location, catering for that special day or event in your life, and carry-out food options for casual meals at home, the office, or on the go.

The Host role may be expected to greet guests, escort customers to the appropriate bar or dining area, and give accurate wait times, as well as various other behind the scenes duties that keep our business running. The Runner role will be responsible for the stellar table-side and carry-out service of food to our valued guests. The positions both require an individual who is organized, has a positive attitude, and invested in our guests having a pleasant experience from the time they enter our doors until they depart. This individual will be the first step to a gold standard dining experience.

Host and Runner Job Description

- Excellent time management
- Passion for providing gold standard hospitality to guests
- Integrity to make the right decisions for the organization, staff, and guests
- Professional attitude with excellent people skills (welcoming, serving, and interacting with customers)
- The highest standards for food and beverage hygiene, sanitation, and safety
- Excellence in leadership – always setting the example with your actions

Host and Runner Responsibilities

- Take guest reservations
- Clean windows, doors, booths, tables, high chairs/booster seats, flat surfaces, menus, check bathrooms and floors for debris
- Print children's menus
- Bus tables; if needed
- Ensure garnishes are stocked and back-ups are ready; if applicable
- Help with dinner set up; if needed
- Roll to-go silverware
- Help wash and put away dishes
- Greet customers, escort to dining or bar area, present menus, introduce wait staff
- Promote each of the facets of the business (bar, dine-in restaurant, catering, events, carry-out) and find ways to create more revenue for each
- Enforcing food handling regulations and other guidelines to increase guest safety
- Ensure guest satisfaction and a positive dining experience from the time they arrive until departure
- Perform other job-related duties as assigned

Must Have

- Positive attitude
- Passion for hospitality and excellent service
- People skills
- Excellent time management
- Point of Sale (any) experience
- Bilingual English/Spanish: a plus
- Illinois Food Handler Certification
- Illinois BASSET Certification

Physical Requirements

- Bending, carrying, climbing, driving, lifting, pushing-pulling, reaching, sitting, standing, walking
- The ability to lift 25 pounds regularly
- The ability to sit, stand, or walk for long periods of time

Working Conditions

- May include extremes of temperature and humidity
- Hazards include stairs, heat from kitchen equipment, sharp objects, slippery floors

Compensation

- Minimum Wage
- Tips
- Simple IRA (after plan eligibility has been met)
- Paid time off (Beginning January 1, 2024)
- Other benefits will be discussed during the in-person interview

Reports To

- Front of the House Manager of The Rafters Restaurant Catering and Events

Terms of Employment

- At Will